



Procedure: Services for Homeless

Functional Area: VII Caseload Management

Section: E 2 e i

Citation: 246.2; 246.7(n); 246.7 (d)(v)(C)

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Revised Date: 6/2005

Purpose	Provided guidance for effective delivery of services to homeless families, including any applicable regulatory requirements.
Homeless Definition	<p>A homeless individual shall mean:</p> <ol style="list-style-type: none">1. A woman, infant or child who lacks a fixed and regular nighttime residence; or2. Whose primary residence is:<ol style="list-style-type: none">a. A supervised publicly or privately operated shelter (including a welfare hotel, a congregate shelter, or a shelter for victims of domestic violence) designated to provide living accommodations.b. An institution that provides a temporary residence for individuals intended to be institutionalized.c. The temporary accommodation of not more than 365 days in the residence of another individual. A homeless person may no longer be considered homeless while living in a temporary accommodation of another individual if it has been more than 365 days.d. A public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings (i.e. car, park, bus station).
Persons Residing with Other Families	<p>Not everyone living with another person or family is necessarily homeless. Questions must be asked during the WIC application process, to gain insight into the real living circumstances of the applicant. Questions asked are the same as those we ask teenagers with infants who are living with relatives or when more than one family is living in the same house or apartment. Examples of questions are:</p> <ul style="list-style-type: none">• Who lives in the house?• Who pays the rent/house payment?• Do you work?• How do you get your meals/food? <p>For any situations where staff feel they need additional guidance, please contact the State WIC office.</p>

Persons Residing in a Homeless Facility

Applicants residing in homeless facilities may receive WIC benefits provided that the facility has been assessed by the local agency and approved as meeting the conditions outlined in federal regulations for these facilities.

See the Assessment of Homeless Facilities procedure (VIE2eii) for more information regarding assessment and approval of homeless facilities.

Persons Residing In An Unapproved/Non-Compliant Facility

Applicants residing at facilities not previously assessed are to be certified and receive benefits as any other applicant would for one certification period.

Applicants who are living in an unapproved/non-complaint facility at the time of a second (or later) certification period will be referred to a facility which does comply with the required conditions.

In the event an approved facility is not available or feasible, the client is to be certified again, BUT WIC foods **WILL NOT** be issued, with the exception of infant formula.

Efforts are to be made to find an alternative shelter or to achieve compliance at the current shelter.

Processing Standards

Homeless families and individuals fall within a special category that requires expedited services. These clients should receive benefits within 10 days of application whenever possible. For more details refer to the Processing Standards procedure (VIID2).

Obtaining Information

When gathering information from homeless individuals or families staff should remember to be sensitive to the situation and work with the client to find the best solution to obtain the information needed to complete the certification.

Documentation of Residency

Homeless applicants must reside in the State of Nebraska, but usually will not have a permanent address. These clients will most likely need to complete the No Proof Box on the WIC Signature Form for purposes of proof of residency.

The computer system requires an address be entered. For homeless clients the address of the shelter, relative or friend where they are staying may be used.

Documentation of Income

When an individual is homeless they usually have no sources of income or support. If this is the case, use the No Proof Box on the WIC Signature Form to document the situation.

**Appointment/
Scheduling
Considerations**

Lack of transportation can be more of a problem with this population. They many times must rely on others for their transportation to and from clinic. Flexibility is needed when scheduling appointments for these clients.

**Appointment/
Scheduling
Considerations (cont.)**

Flexibility may be necessary when enforcing “late” policies for appointments, because of lack of transportation.

As a local agency option, education and/or check pick-up may be offered at a homeless facility. This option may be desirable if several clients are residing at the same facility, and the facility supports this arrangement.

**Second Nutrition
Education Contacts**

Second education contacts may be difficult to schedule and complete for the homeless client. Document and track appointments for nutrition education on the flow chart of the client’s file.

Medical Assessment

Health care may not be accessible to the homeless applicant and data from referral sources could be scarce. In most instances it is necessary to do the anthropometric and hematological assessments at the WIC clinic. Giving the client a copy of the information may be beneficial for future health care visits.

The client should not incur expenses for obtaining medical data.

**Nutrition/Health
Education**

Homeless clients may have issues surrounding the storage and preparation of food. They may need education and guidance related to alternate preparation methods and food safety, especially those clients with infants receiving formula.

**Food Package
Considerations**

When talking to homeless clients the CPA should tailor the food package to meet each client's needs.

These clients may have storage, refrigeration and/or preparation limitations. As a result of these limitations smaller amounts or sizes of foods may be needed. Thus the client who is homeless may receive forms of foods or container sizes different than other clients. Example: Other options to regular fluid milk for clients with no refrigeration would be to provide powdered or evaporated milk.

Alternate Shoppers

A person who lives in a temporary shelter or homeless facility may designate up to two alternate shoppers. A facility alternate shopper may not routinely pick up WIC checks in bulk for all program clients residing in the facility. Any requests for check pick up in bulk, by a facility alternate shopper, must have prior authorization by the State Agency.

Referrals

Refer the applicant to appropriate local health services as needed. Examples may include dentist, immunization clinic, family planning or others.

If services are available within the agency make the appropriate referral and try to get the client seen at that time to limit need for another visit.

Referrals (cont.)

A referral to the local DHSS office should also be made if the applicant is not currently receiving SNAP, Medicaid or other social services.
